

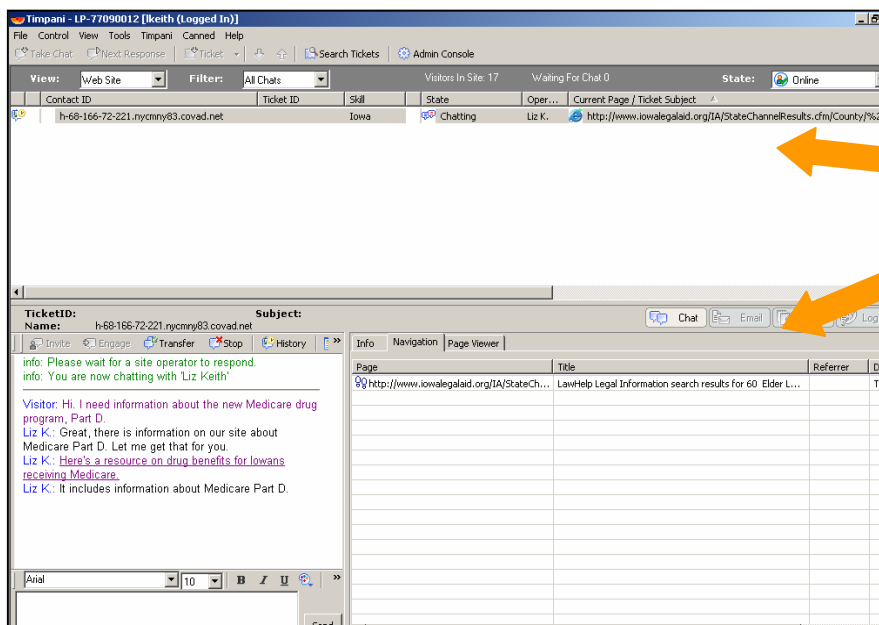
How Does Live Help Work?

Live Help is a pilot project to allow MontanaLawHelp.org and IowaLegalAid.org Web site visitors to ask remotely-located volunteers for help finding online legal information and resources, including with intake. Live Help has been implemented with LivePerson's Timpani software.

A visitor to MontanaLawHelp.org or IowaLegalAid.org clicks on the Live Chat button to initiate a chat with a legal services staff member or trained volunteer.

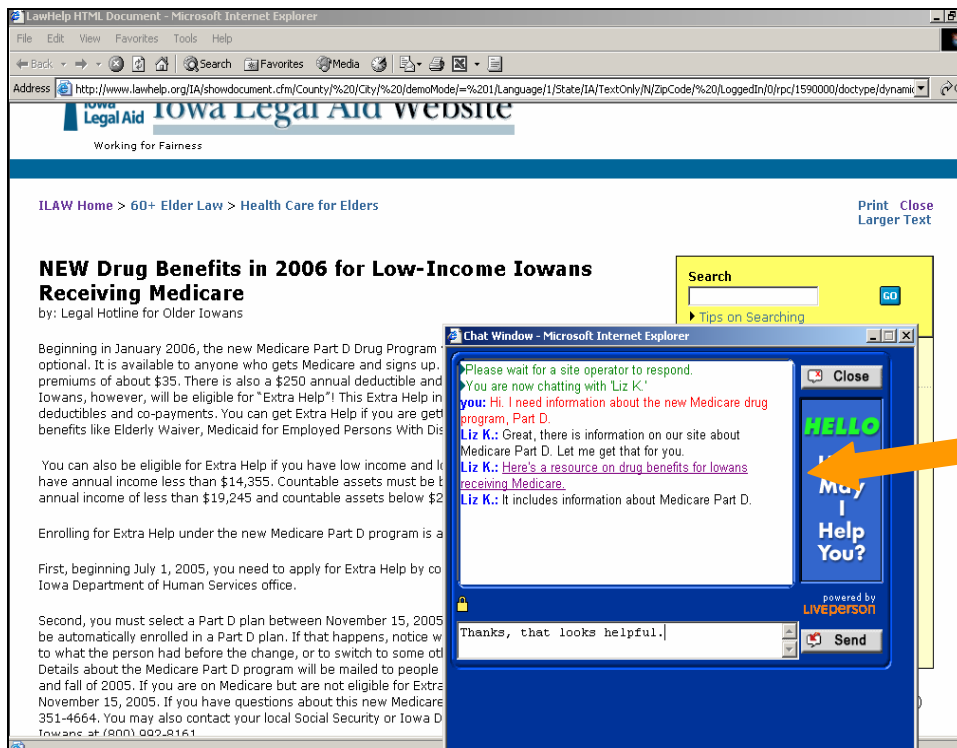


A remotely-located staff person who is logged in to the Timpani operator dashboard hears an audio signal indicating that a Web site visitor would like to chat. They accept the chat request and begin chatting with the visitor through the operator dashboard below.



The top half of the operator dashboard displays visitors to the website who have requested a chat.

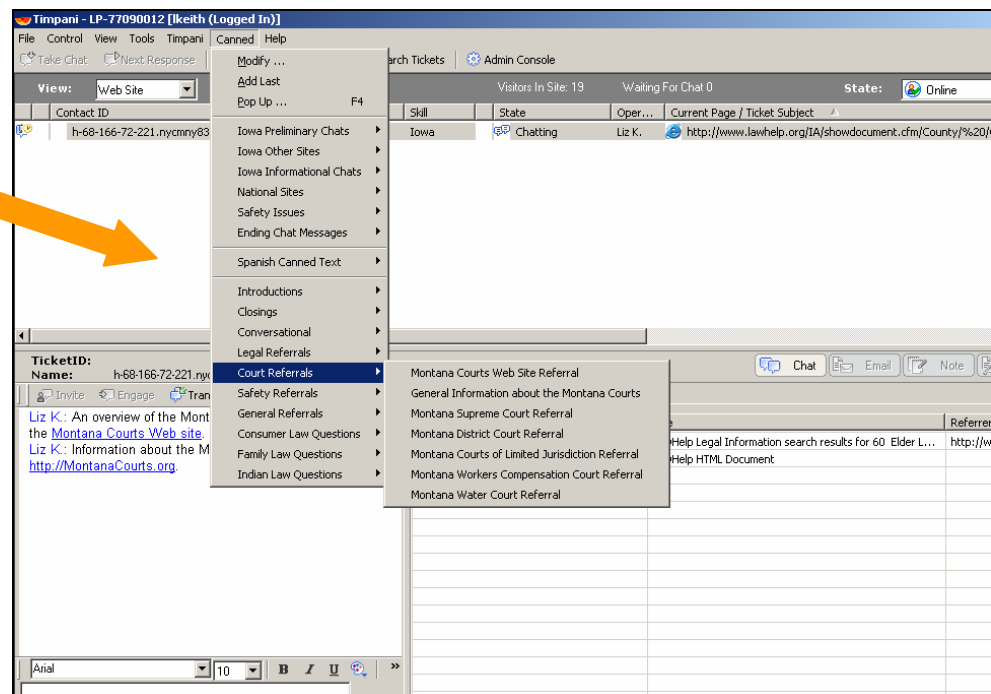
The lower half contains the chatting area and tabs that display various information about the visitor, including geolocation data, pages the visitor has seen on the website, and any referral details.



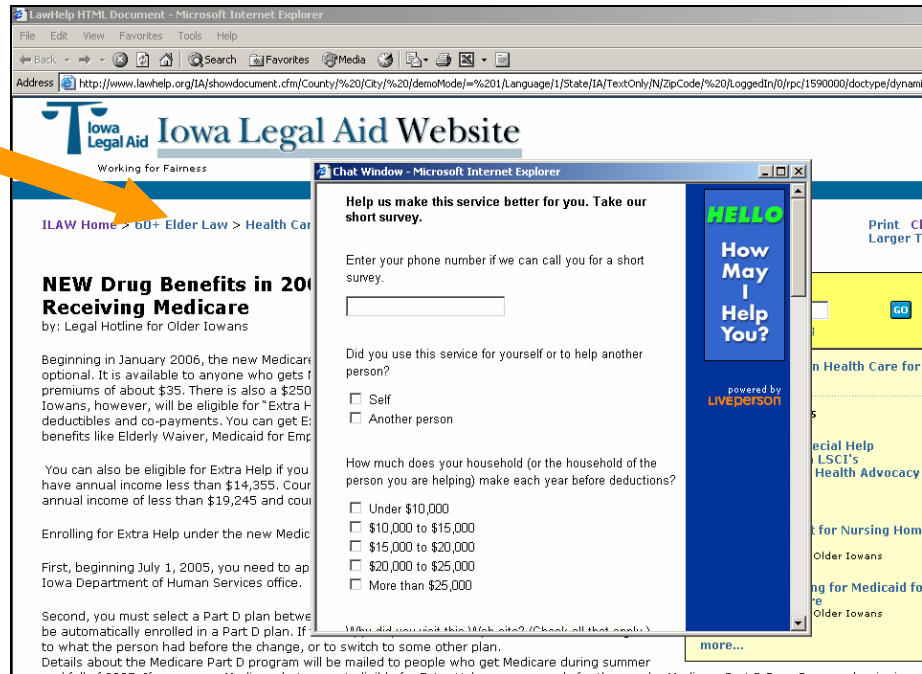
The Web site visitor and the staff person chat about the online legal information and resources the visitor needs help finding.

The staff person can send the visitor URLs to specific resources through the chat box, or escort them to a particular page on the Web site using a co-browse feature.

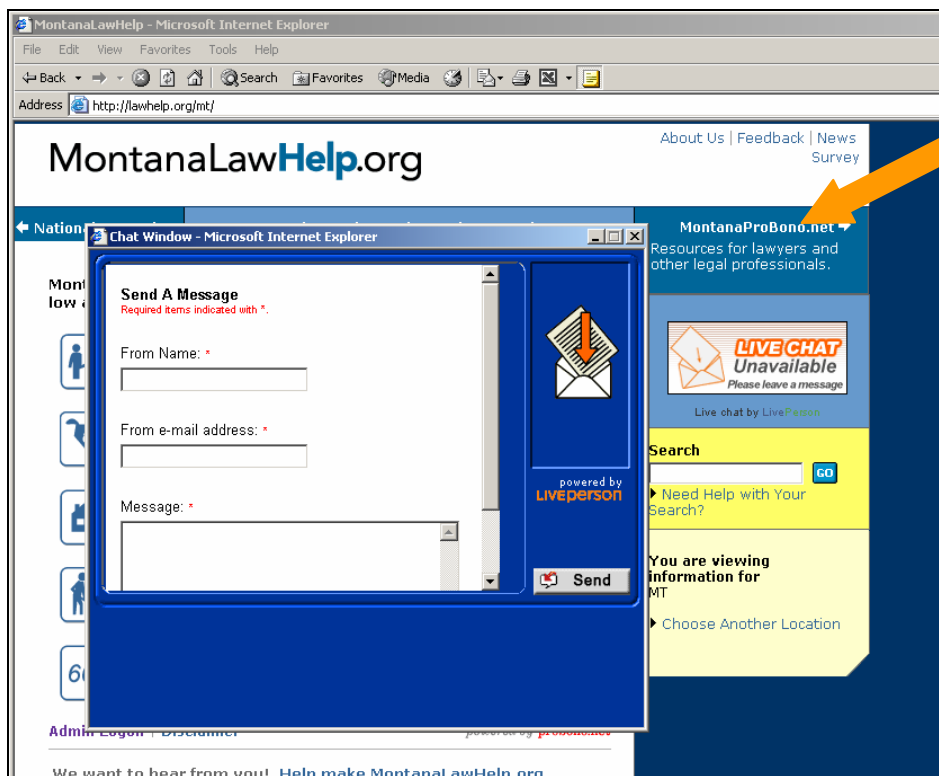
The staff person also has the option of using canned responses for frequently asked questions or referrals to other Web sites, such as local courts, libraries, or lawyer referral services.



Pre- and post-chat surveys allow the staff person to gather visitor information before they chat and get feedback from visitors on the help they received.



The screenshot shows the Iowa Legal Aid Website in a Microsoft Internet Explorer browser. The main content area displays an article titled "NEW Drug Benefits in 2006 Receiving Medicare" by Legal Hotline for Older Iowans. An orange arrow points from the text on the left to the article. A "Chat Window" is overlaid on the right side of the page, titled "Help us make this service better for you. Take our short survey." The survey includes a phone number input field, a question about whether the user used the service for themselves or to help another person (with radio buttons for "Self" and "Another person"), and a question about household income with multiple choice options ranging from "Under \$10,000" to "More than \$25,000". A "HELLO How May I Help You?" sidebar is also visible on the right.



The screenshot shows the MontanaLawHelp.org website in a Microsoft Internet Explorer browser. The main content area displays a "Send A Message" form with fields for "From Name", "From e-mail address", and "Message". An orange arrow points from the text on the right to the "Send" button. A "Chat Window" is overlaid on the left side of the page, titled "Send A Message" and "Required items indicated with *". The chat window includes a "LIVE CHAT Unavailable" banner and a "powered by LIVEPERSON" logo. The "Send" button is located at the bottom right of the chat window.

If a staff member is unavailable, the visitor can choose to leave a message and receive the information in an e-mail.

To learn more about Live Help or see a demonstration, contact:
 Kate Bladow, Montana Legal Services Assoc., kbladow@mtlsa.org;
 Eve Ricaurte, Iowa Legal Aid, ericaurte@iowalaw.org; or
 Liz Keith, Pro Bono Net, lkeith@probono.net